

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services - Residential

Demographics

		Total State Served ^a	Total Survey Returns ^b	CSTAR Women	CSTAR Child/Adolescent	CSTAR General	GTS Adult
SEX	Male	65.9%	66.5%	0%	65.4%	65.7%	85.4%
	Female	34.1%	33.5%	100.0%	34.6%	34.3%	14.6%
RACE	White	75.2%	72.3%	81.6%	73.0%	72.4%	69.5%
	Black	22.8%	22.9%	15.6%	17.5%	24.5%	26.3%
	Hispanic	0.4%	1.2%	0.6%	3.7%	0.2%	0.6%
	Native American	0.2%	1.4%	1.7%	0.5%	0%	1.8%
	Pacific Islander	0.2%	0.3%	0%	0.5%	0%	0.3%
	Alaskan	0%	0%	0%	0%	0%	0%
	Oriental	0.2%	0.1%	0%	0%	0%	0.2%
	Bi-racial	0.5%	1.6%	0.6%	4.2%	1.0%	1.2%
	Other	0.4%	0.2%	0%	0.5%	0%	0.2%
AGE			31.09	33.05	15.32	34.49	34.75
	0-17	18.7%	17.6%	0.6%	99.5%	1.0%	0.3%
	18-49	76.5%	77.6%	96.6%	0.5%	91.7%	93.2%
	50+	4.9%	4.8%	2.9%	0%	7.3%	6.5%

^a The demographic statistics in the columns marked Total Served are based on the number of people served April 2001 according to DMH billing records.

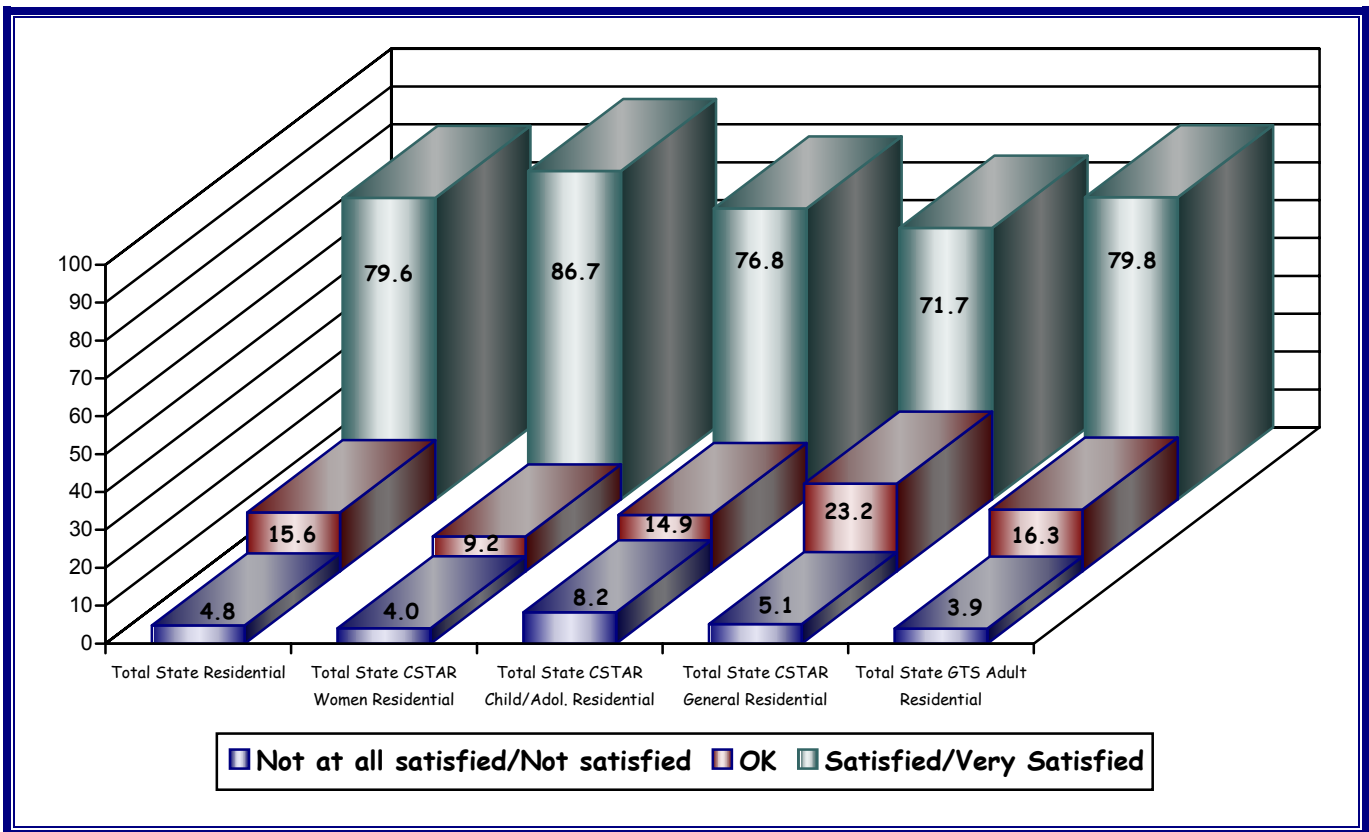
^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2002	Number Forms Returned	Percent of Served Returned
Total ADA Residential	1806*	1149	63.6%
CSTAR Women/Children	341	182	53.4%
CSTAR Child/Adolescent	331	194	58.6%
CSTAR General	83	100	120.5%
GTS Adult	1052	673	64.0%
*Unduplicated count			

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 79.6% of the consumers served by the Division of Alcohol and Drug Abuse Residential program who responded to the survey were "satisfied" or "very satisfied" with their services.
- The highest percent of consumers who were "satisfied" or "very satisfied" with services was in the CSTAR Women program (86.7%) and the lowest percent was in the CSTAR General program (71.6%).

Satisfaction with Services

How satisfied are you . . .	Total State	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
with the staff who serve you?	4.22 (1122)	4.37 (175)	4.18 (193)	4.08 (95)	4.22 (659)
with how much your staff know about how to get things done?	4.13 (1124)	4.25 (175)	4.10 (192)	3.97 (100)	4.13 (657)
with how staff keep things about you and your life confidential?	4.37 (1118)	4.45 (173)	4.49 (192)	4.21 (98)	4.33 (655)
that your treatment plan has what you want in it?	4.20 (1110)	4.31 (173)	4.16 (191)	4.27 (98)	4.17 (648)
that your treatment plan is being followed by those who assist you?	4.20 (1111)	4.35 (172)	4.09 (194)	4.22 (97)	4.19 (648)
that the agency staff respect your ethnic and cultural background?	4.38 (1106)	4.52 (169)	4.36 (191)	4.25 (95)	4.37 (651)
with the services that you receive?	4.22 (1129)	4.39 (173)	4.10 (194)	4.11 (99)	4.23 (663)
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.28 (175)	4.07 (192)	4.09 (97)	4.21 (659)
that the environment is clean and comfortable?	4.15 (1128)	4.26 (176)	4.13 (192)	4.06 (98)	4.15 (662)
with opportunities for exercise and relaxation?	3.70 (1126)	3.77 (176)	3.81 (193)	3.49 (99)	3.67 (658)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.94 (174)	3.53 (189)	3.54 (99)	3.87 (661)
with the childcare provided by the agency?	4.30 (84)	4.30 (84)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.					

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Residential programs, reported that they were satisfied with the services they received. All but two mean ratings were above a mean of 4.00 ("satisfied").
- Consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 4.38).
- Consumers were least satisfied with opportunities for exercise and relaxation (mean of 3.70).

Satisfaction with Quality of Life

How satisfied are you . . .	Total State	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
with how you spend your day?	3.67 (1130)	3.82 (174)	3.58 (193)	3.69 (99)	3.66 (664)
with where you live?	3.84 (1117)	4.09 (173)	3.89 (193)	3.89 (95)	3.75 (656)
with the amount of choices you have in your life?	3.73 (1128)	3.97 (174)	3.58 (193)	3.72 (99)	3.72 (662)
with the opportunities/chances you have to make friends?	3.94 (1122)	4.20 (173)	3.92 (194)	4.05 (97)	3.86 (658)
with your general health care?	3.83 (1092)	4.07 (175)	3.93 (160)	3.74 (97)	3.76 (660)
with what you do during your free time?	3.77 (1125)	4.09 (173)	3.84 (193)	3.76 (96)	3.66 (663)
How safe do you feel...					
in this facility?	4.35 (1130)	4.59 (176)	4.26 (194)	4.23 (99)	4.33 (661)
in your home?	4.25 (1088)	4.25 (170)	4.52 (192)	4.25 (96)	4.18 (630)
in your neighborhood?	3.97 (1097)	4.08 (172)	4.15 (192)	3.94 (95)	3.90 (638)
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>					

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied with safety in the facility (mean of 4.35).
- Consumers were least satisfied with how they spend their day (mean of 3.67).

Comparison by Gender in Residential Settings

The analysis compared the responses of consumers by gender on the satisfaction survey items. Only two items were significantly different. Females were more satisfied with where they live and with what they do during their free time.

How satisfied are you...	Sex		Significance
	Male	Female	
with where you live?	3.79 (722)	3.95 (360)	F(1,1080)=5.906, p=.015
what you do during your free time?	3.72 (728)	3.87 (362)	F(1,1088)=4.189, p=.041
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in Residential Setting

The analysis compared the responses of consumers by different racial and ethnic backgrounds on the satisfaction survey items. Native Americans were more satisfied with the quality of the staff, Hispanics were more satisfied with the knowledge of the staff, and people with Other racial backgrounds were more satisfied with safety in their neighborhood.

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with the staff who serve you?	4.26 (794)	4.18 (249)	4.29 (14)	4.44 (16)	3.78 (18)	3.50 (6)	F(5,1091)=2.435, p=.033
with how much your staff know how to get things done?	4.15 (793)	4.16 (250)	4.36 (14)	4.06 (16)	3.44 (18)	3.33 (6)	F(5,1091)=3.348, p=.005
with how safe you feel in your neighborhood? (a,b)	4.10 (778)	3.65 (241)	3.93 (14)	4.07 (15)	2.94 (18)	4.33 (6)	F(5,1066)=9.060, P<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less. (a) Interaction between White and Black. (b) Interaction between White and Bi-Racial.</p>							

Comparison by Age in Residential Settings

This analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. In general, both adult groups were more satisfied with services and quality of life than the youth. The youth, however, were more satisfied with how safe they feel in their home/agency.

How satisfied are you...	0-17	18-49	50+	Significance
that the treatment plan is being followed by those who assist you?	4.10 (193)	4.24 (816)	4.44 (52)	F(2,1058)=3.368, p=.035
with the services you receive? (b)	4.11 (193)	4.25 (833)	4.50 (52)	F(2,1075)=3.955, p=.019
that the staff treats you with respect, courtesy, caring and kindness? (b,c)	4.07 (191)	4.21 (829)	4.56 (52)	F(2,1069)=5.030, p=.007
that the meals are good, nutritious and in sufficient amounts? (a,b)	3.57 (188)	3.83 (832)	4.12 (52)	F(2,1069)=5.909, p=.003
with how safe you feel in your home/agency? (a)	4.53 (190)	4.19 (800)	4.24 (50)	F(2,1037)=8.539, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between ages 18-49 and 50+.</p>				

Comparison of Current Living Situation in Residential Settings

This analysis compared the responses of consumers by their current living situation. In general, those who were Homeless were least satisfied with services.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Other	Significance
that the treatment plan has what you want in it? (c)	4.32 (263)	4.40 (10)	4.38 (501)	4.31 (91)	4.28 (32)	F(4,884)=2.624, p=.034
with how you spend your day? (c)	3.70 (264)	3.70 (10)	3.76 (508)	3.38 (91)	3.59 (34)	F(4,902)=2.871, p=.022
with where you live? (a,c)	3.92 (262)	3.78 (9)	3.93 (504)	3.18 (87)	3.44 (32)	F(4,889)=11.275, P<.001
with the amount of choices you have in your life? (a,c)	3.82 (262)	3.90 (10)	3.83 (508)	3.32 (91)	3.65 (34)	F(4,900)=4.690, P=.001
with the opportunities you have to make friends? (a,c)	4.02 (261)	4.00 (9)	4.04 (506)	3.38 (90)	3.81 (32)	F(4,893)=8.606, P<.001
with your general health care? (a,c,d)	3.91 (264)	4.40 (10)	3.89 (505)	3.13 (89)	3.62 (34)	F(4,897)=10.382, P<.001
with what you do during your free time? (a,c)	3.75 (263)	3.80 (10)	3.84 (506)	3.26 (90)	3.88 (33)	F(4,897)=5.461, P<.001
with how safe you feel in this facility? (c)	4.36 (265)	4.40 (10)	4.45 (507)	4.12 (91)	4.18 (33)	F(4,901)=3.686, P=.006
with how safe you feel in your home/agency? (a,c,d,e)	4.37 (265)	4.33 (9)	4.31 (486)	3.03 (77)	4.00 (31)	F(4,863)=30.532, P<.001
with how safe you feel in your neighborhood? (a,c,e)	4.14 (265)	3.78 (9)	4.04 (491)	2.88 (80)	3.81 (32)	F(4,872)=21.294, P<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between Independent and Homeless. (b) Interaction between Independent and RTF. (c) Interaction between RTF and Homeless. (d) Interaction between Group Home and Homeless. (e) Interaction between Homeless and Other.</p>						

Comparison by Whether Resided in Residential Treatment

There were no significant differences in the comparison of the responses of consumers by whether the individual had lived in a residential treatment facility during the past year.

Comparison Across Programs

A comparison was made across the different residential programs. Significant differences were found with thirteen items. In general the CSTAR Women and Children program received the highest ratings for satisfaction with services.

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/Adol.	CSTAR General	GTS Adult	Significance
with the staff who serve you?	4.37 (175)	4.18 (193)	4.08 (95)	4.22 (659)	F(3,1118)=2.694, p=.045
with how staff keep things about you and your life confidential?	4.45 (173)	4.49 (192)	4.21 (98)	4.33 (655)	F(3,1114)=3.131, p=.025
that the treatment plan is being followed by those who assist you?	4.35 (172)	4.09 (194)	4.22 (97)	4.19 (648)	F(3,1107)=2.633, p=.049
with the services you receive? (a)	4.39 (173)	4.10 (194)	4.11 (99)	4.23 (663)	F(3,1125)=3.463, p=.016
that the meals are good, nutritious, and in sufficient amounts? (a,b)	3.94 (174)	3.53 (189)	3.54 (99)	3.87 (661)	F(3,1119)=6.524, p<.001
with where you live? (c)	4.09 (173)	3.89 (193)	3.89 (95)	3.75 (656)	F(3,1113)=5.444, p=.001
with the amount of choices you have? (a)	3.97 (174)	3.58 (193)	3.72 (99)	3.72 (662)	F(3,1124)=4.046, p=.007
with the opportunities you have to make friends? (c)	4.20 (173)	3.92 (194)	4.05 (97)	3.86 (658)	F(3,1118)=5.726, p=.001
with the general health care? (c)	4.07 (175)	3.93 (160)	3.74 (97)	3.76 (660)	F(3,1088)=4.329, p=.005
with what you do in your free time? (c)	4.09 (173)	3.84 (193)	3.76 (96)	3.66 (663)	F(3,1121)=7.584, p<.001
with how safe you feel in this facility? (a,c,d)	4.59 (176)	4.26 (194)	4.23 (99)	4.33 (661)	F(3,1126)=6.028, p<.001
with how safe you feel in your home/agency? (b)	4.25 (170)	4.52 (192)	4.25 (96)	4.18 (630)	F(3,1084)=5.454, p=.001
with how safe you feel in your neighborhood?	4.08 (172)	4.15 (192)	3.94 (95)	3.90 (638)	F(3,1093)=2.845, p=.037
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> <p><i>Scheffe Post-Hoc significance at .05 or less</i></p> <p>(a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent. (b) Interaction between CSTAR Child/Adolescent and GTS Adult. (c) Interaction between CSTAR Women/Children and GTS Adult. (d) Interaction between CSTAR Women/Children and CSTAR General.</p>					

ADA Residential Subjectives

What was Liked Best About the Program:

The respondents saw many benefits to the residential alcohol and drug abuse program. These ranged from the staff and treatment to the facilities. Following is a summary of the responses.

Overall Services

When asked what they liked best about the services they received many respondents indicated that they were pleased with the overall treatment and services they received. *I am extremely pleased with my treatment and services.* Other comments about the overall services had to do with personal growth experiences that came as a result of the services like the following comments by some of the people served, *I was able to reach the portion of my inner self that had kept me from growing and I learned more about my brain and how it effects my cravings. I'm learning how to be angry at myself and why my brain sends the signals to my body telling my body what it needs to survive.* Some individuals indicated that the people were what they liked best about the services they received *The kindness and caring people.* One individual shared that they liked the convenience of the services being in one place, *I can get all my services in one place.* One other thing that was mentioned as being meaningful to an individual was simply that they appreciated that the place and/or the people providing services were, not being judgmental.

Staff

Another thing that was important to many of the individuals who received treatment was the interactions they had with staff. Many people served indicated that they believed their counselors to be excellent. Others liked the idea that many of the staff that worked with them in treatment were recovering alcoholics/drug users themselves. *Some of the staff was alcoholics, drug users themselves and they know where I am coming from and most of the people treat us like human beings and most of the staff are in recovery and have been there.* Some of the comments about counselor excellence were, *The counselors are excellent, Staff is good, The therapists are great, and The counselors and facilitators have done an excellent job.* Besides feeling like the therapists/counselors were good at what they did many individuals also shared that they believed that their counselors were compassionate people who truly cared about their needs as clients, *I feel they are very compassionate and caring, and I feel like my therapist really cared about me and what I needed to be healthy.*

Interaction with others

Some individuals who responded to this question about what they liked best about the services they received indicated that the people they met and the interactions they had with their groups was helpful. One individual said that what they liked best about their services was *a chance to meet other people with problems similar to mine.* Another person talked about their experience with group, *the groups help a lot! A lot of feedback from others is good!*

What Could Be Improved:

The respondents noted ways in which the program could be improved.

Positive Responses

Many of the respondents to the survey listed numerous things that needed to be improved upon. However, some individuals had only positive things to say when asked how services could be improved. This is illustrated in the following comments. *This place is wonderful anyone that comes here and truly wants recovery they can achieve that goal, Services are great!, There is no problem I don't think anything should change, and it's great to me.* There were many other comments that were similar to those stated above. It was evident from such statements that many individuals were extremely pleased with the services they received.

Food

An issue that many consumers mentioned as an area to improve upon was the food that was served in the CSTAR program. Comments like *The food could be better, some of the meals are very poor, get better food, food variety, and quality of food,* were just some of the comments made by consumers about the food they received.

Staff

Another area that was seen a number of times in responses from consumers was the need for more staff. Individuals who filled out surveys shared that they thought staff were spread too thin and caseloads were too large. *Seems like staff's case loads are so full maybe more staff could be added and also some staff has crossed boundaries with clients about personal issues and I think that needs to be looked at better.* Other comments about needing more staff simply said, *more counselors needed,* and *more employees.* Other issues in regard to staff had to do with counselors being more experienced *Counselors are too young and inexperienced,* While other individuals suggested that some staff needed to be more caring. *I personally feel as though the facility could find better, not better, but more caring techs. So far the techs that I have come into contact with seem to look down on most of the clients, especially the clients with children.*

Allow people to voice their concerns

There were a few individuals who suggested that management should somehow have a means of talking to and listening to clients about suggestions they may have for improvements. A couple individuals made the following statements, *If the upper management would somehow talk to clients and take suggestions, also if there was more consistency and routine and Listen to our suggestions more.*

Improvement to services

Some clients offered suggestions for how to improve services. Most of these comments from clients had to do with having more time for certain activities. For example one person wanted more time for recreational activities and more time with their treatment team. *More rec time, smaller groups, more facilitators and More time with my treatment team.* Other suggestions included having the opportunity for more one on one time. Some individuals wanted smaller groups. Other statements about ways of improving the services also included comments about financial obligation, hiring a cleaning staff so clients didn't have to do the cleaning and having more free time on Sundays. Examples of these suggestions are as follows, *Make me not worry about payment, Hire a cleaning staff, we are not here to work like janitors we are here for treatment, and Give us free time on Sunday.*

Exercise

Another area that many individuals seemed to agree upon as something that needed to be made available was increased opportunities to exercise. Several commented that they wanted the opportunity to exercise. One individual suggested that exercise be incorporated into the program schedule, while another thought that if the schedule were less vigorous then people would have opportunities to exercise. *More exercise, maybe not such a vigorous schedule all day long into the evening, and More exercise incorporate into the program schedule.* Other comments about exercise were as follows, *some form of exercise would be nice, I'm pregnant and get no exercise, and we need to get more exercise.*

Smoking

A few consumers mentioned a need for a place for staff and clients to smoke. One individual simply wanted a better smoking area. A few other persons receiving services thought that there should be a place for clients and staff to smoke inside the facility. *Clients and staff need an inside place to smoke, and it would be nice to have a place to smoke inside or at least someplace that's more covered.*

Group Therapy / Treatment

When asked how services could be improved some individuals indicated that the groups could be better. Some believed that the groups could simply be *better organized and structured, better groups (not back to back), and the groups could be made constructive and organized.* *Most of them are but some maybe one just play around.* Several individuals felt that the groups met too often and would like to see those sessions decrease while one on one services increased, *Not have too much groups so we could have more one on one time.*